



DEPARTMENT OF DEFENSE  
TRICARE AREA OFFICE – Pacific  
Bldg 6060, Camp Lester, Okinawa, Japan



Dear Madam or Sir:

I wish to take this opportunity to update you on your TRICARE Standard healthcare benefits and to clear up some information you may have received.

Your TRICARE Standard insurance benefit is available to help pay the cost of medically necessary services and supplies. It is one of the best insurance coverages available today with only a \$150 individual deductible (\$300 per family) and a cost share of just 20% for active duty family members and 25% for retirees, their families, and survivors. In addition, catastrophic cap protection limits your annual out of pocket expenses to no more than \$1,000 for active duty families, \$3,000 for retirees and their families, and survivors. Also, TRICARE benefits are payable for services received from any licensed healthcare provider certified by TRICARE.

For a full explanation of your benefits, I encourage you to visit the TRICARE World Wide Web page at [www.tricare.osd.mil](http://www.tricare.osd.mil) or write to Humana Military Healthcare Services, P.O. Box 740062 Louisville, KY 40201-7462.

There may be some confusion about your TRICARE benefits in the Philippines. First, we understand that one or more companies are implying that they are the only source for obtaining care and TRICARE coverage. This is not true. You can see any licensed health care provider certified by TRICARE. A list of TRICARE authorized providers is available at <http://tpaoweb.oki.med.navy.mil/tgro/piprovapr.htm>.

I have also been informed that some providers (doctors and hospitals) are asking TRICARE beneficiaries to sign several blank claim forms. You should never agree to this practice because this is not consistent with your certification on the forms. Your signature and date on the form certifies that your personal information is correct; that you actually received the care specified on the claim from the provider identified and at the location stated; and that you authorize the Government to obtain a copy of your medical records, if necessary, to adjudicate a claim. Furthermore, your signature is authorizing the payment of Government funds and we ask that you sign the claim form only for the healthcare services that you actually received.

Finally, I request that you contact the TRICARE Management Activity, Office of Program Integrity, 16401 E. Centretch Parkway, Aurora, CO 80011 anytime you believe TRICARE is being billed inappropriately. We need your assistance to help us fully protect your benefits.

If you have questions reference this letter, please contact my TRICARE Pacific Regional Customer Service Center at Voice TOLL FREE: 1-888-777-8343, Option 4 or COMM: (81) 6117-43-2036 or DSN 643-2036, and FAX COMM: (81) 6117-43-2037 or FAX DSN 643-2037 Also, you can email us at [TPAO.CSC@okil0.med.navy.mil](mailto:TPAO.CSC@okil0.med.navy.mil).

Sincerely,

Edmund Chan, MBA, MPH  
Director, TRICARE Area Office-Pacific